

# Press Release

## HARFORD COUNTY GOVERNMENT

### Department of Community Services



#### PUBLIC SAFETY

"Ensuring a Safe  
Harford"

#### EDUCATION

"Preparing Now,  
Building for the Future"

#### EFFICIENCY IN GOVERNMENT

"Governing Smarter"

#### ECONOMIC OPPORTUNITY

"Growing and Sustaining  
Harford's Prosperity"

#### ENVIRONMENTAL STEWARDSHIP

"Protecting Our  
Environment"

#### QUALITY LIVING

"Safeguarding What is  
Important to Harford  
County Citizens"

FOR IMMEDIATE RELEASE: December 16, 2013

Media Contact: Sherrie Johnson (410) 638-3258 (office) 443-752-3210 (cell)

### **Harford Transit LINK's James Ports Named MD Transportation Administrator of the Year**

(Bel Air, MD) - - The Transportation Association of Maryland, Inc. (TAM) has selected Harford Transit LINK Administrator James Ports as the 2013 Administrator of the Year.

Ports was praised for his dedication to improving mobility and access to economic opportunity for Harford's citizens. He was acknowledged as a strong leader and innovator who was greatly admired by all who come in contact with him. He was further recognized for the successful rebranding of Harford Transit LINK, which helped increase awareness and ridership on the system. Finally, Ports was complimented for his "above and beyond" management style, acknowledging how he helps his employees both professionally and personally and works continuously to enhance workplace moral.

His approach to customer service was praised as well, noting how he personally calls any customer who logs a complaint and asks the customer to serve as a "mystery rider" to assist in evaluating the system. Overall, Ports has enhanced the services offered to Harford County citizens, improved employee relations, and taken customer service to the next level, all with a "great attitude, a big smile, and a hearty laugh."

The Transportation Association of Maryland, Inc. is a statewide organization that is dedicated to improving mobility for all of Maryland's citizens. TAM provides professional development, training, and forums for the pursuit of excellence in public transportation by public, private, and specialized transportation providers. Community transportation services provided by TAM members link people to community resources and promote business, tourism, and economic development.

Harford Transit LINK is a public bus system operating ten fixed routes Monday through Friday (except county holidays), serving Aberdeen, Abingdon, Bel Air, Belcamp, Churchville, Edgewood, Havre de Grace, Joppatowne, Perryman, Perryville (Cecil County), and points in between. Harford Transit LINK also connects to MARC Train services to Baltimore and Washington, D.C. Harford Transit LINK provides para-transit services for seniors in need of transportation and for people with disabilities in accordance with the Americans with Disabilities Act of 1990. Vehicles are wheelchair accessible.

Harford Transit LINK schedules and route maps are available on the LINK website at [www.harfordtransitlink.org](http://www.harfordtransitlink.org). For more information, contact Harford Transit at 410.612.1621 or 410.838.2562.

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*"Preserving Harford's past. Promoting Harford's future."*